

**WHAT IS CLAIMED IS:**

1. A method of detecting and reporting failures in a computer comprised of:
  - assigning one or more alpha numeric designated event codes exclusively to particular failure events;
  - detecting the particular failures in a device of the computer;
  - storing the exclusively assigned event codes of the detected particular failures in an error log;
  - parsing the error log for the stored event codes if the event codes compare to one or more determined values; and
  - relating the parsed event codes to one or more frequently asked question (FAQ) files.
2. The method of detecting and reporting failures in a computer of claim 1 further comprised of:
  - presenting to a user the FAQ files.
3. The method of detecting and reporting failures in a computer of claim 1 wherein the error log is further parsed for redundant event codes.
4. The method of detecting and reporting failures in a computer of claim 2 further comprising:
  - providing customized pages related to the FAQ files to the user comprised of:
    - creating a template;
    - inputting into the template relevant content from the error log; and
    - masking out non relevant content from the template.
5. The method of detecting and reporting failures in a computer of claim 4 wherein the FAQ files and the template are written in HTML.

6. A computer system comprising:  
a processor;  
computer readable medium coupled to the processor; and  
computer code, encoded in the computer readable medium, configured to cause the  
processor to:  
assign one or more alpha numeric designated event codes exclusively to  
particular failure events;  
detect the particular failures in a device of the computer;  
store the exclusively assigned event codes of the detected particular failures in  
an error log;  
parse the error log for the stored event codes if the event codes compare to one  
or more determined values; and  
relate the parsed event codes to one or more frequently asked question (FAQ)  
files.

7. The computer system of claim 6 wherein the processor is further configured  
to:  
present to a user the FAQ files.

8. The computer system of claim 6 wherein the error log is further parsed for  
redundant event codes.

9. The computer system of claim 7 wherein the processor is further configured  
to:  
provide customized pages related to the FAQ files to the user comprised of:  
creating a template;  
inputting into the template relevant content from the error log; and  
masking out non relevant content from the template.

10. The computer system of claim 9 wherein the FAQ files and the template are  
written in HTML.

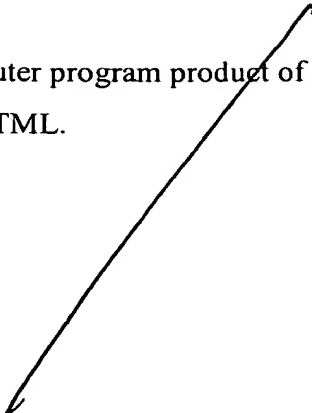
1 11. A computer program product encoded in computer readable media, the  
 2 computer program product comprising:  
 3 a first set of instructions, executable on a computer system, configured to  
 4 assign one or more alpha numeric designated event codes exclusively to  
 5 particular failure events;  
 6 a second set of instructions, executable on the computer system, configured to  
 7 detect the particular failures in a device of the computer;  
 8 a third set of instructions, executable on the computer system, configured to  
 9 store the exclusively assigned event codes of the detected particular failures in  
 10 an error log;  
 11 a fourth set of instructions, executable on the computer system, configured to  
 12 parse the error log for the stored event codes if the event codes compare to one  
 13 or more determined values; and  
 14 a fifth set of instructions, executable on the computer system, configured to  
 15 relate the parsed event codes to one or more frequently asked question (FAQ)  
 16 files.

1 12. The computer program product of claim 11 further comprised of:  
 2 a sixth set of instructions, executable on the computer system, configured to:  
 3 present to a user the FAQ files.

1 13. The computer program product of claim 11 further comprised of:  
 2 a seventh set of instructions, executable on the computer system, configured to:  
 3 parse the error log for redundant event codes.

1 14. The computer program product of claim 12 further comprised of:  
 2 a eighth set of instructions, executable on the computer system, configured to:  
 3 provide customized pages related to the FAQ files to the user comprised of:  
 4 creating a template;  
 5 inputting into the template relevant content from the error log; and  
 6 masking out non relevant content from the template.

1           15.    The computer program product of claim 14 wherein the FAQ files and the  
2    template are written in HTML.



008494-09645860